



GEAUGA COUNTY
AUTOMATIC DATA
PROCESSING BOARD ANNUAL
REPORT

2019



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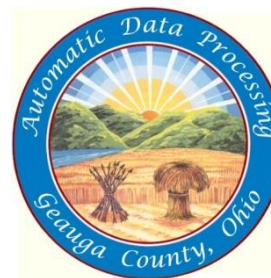
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Geauga County

Automatic Data Processing Board

Annual Report 2019



Mission Statement

To provide the highest level of technology in the most effective and efficient manner in the most realistic timeframe for the most reasonable cost. Advising agencies of new technologies, deploying equipment in a timely fashion, coordinating procurement, system implementation, and maintenance. Finally playing a key role in your business process attempting to improve competitiveness, efficiency, and communications.

Ohio Revised Code

307.84 Establishing automatic data processing board.

The board of county commissioners of any county may, by resolution, establishes a county automatic data processing board. The board shall consist of the county treasurer or the county treasurer's representative, the county recorder or the county recorder's representative, the clerk of the court of common pleas or the clerk's representative, a member or representative of the board of county commissioners chosen by the board, two members or representatives of the board of elections chosen by the board of elections one of whom shall be a member of the political party receiving the greatest number of votes at the most recent general election for the office of governor and one of whom shall be a member of the political party receiving the second greatest number of votes at such an election, if the board of elections desires to participate, and the county auditor or the county auditor's representative who shall serve as secretary. The members of the county automatic data processing board may by majority vote add to the board any additional members whose officers use the facilities of the board.

After the initial meeting of the county automatic data processing board, no county office shall purchase, lease, operate, or contract for the use of any automatic or electronic data processing or record-keeping equipment, software, or services without prior approval of the board.

As used in sections [307.84](#) to [307.846](#) of the Revised Code, "county office" means any officer, department, board, commission, agency, court, or other office of the county, other than a board of county hospital trustees.

Amended by 129th General Assembly File No.28, HB 153, §101.01, eff. 9/29/2011.

This report is produced in compliance with Ohio Revised Code Section 307.845 and submitted to the Board of County Commissioners by Charles E. Walder, Auditor and Secretary of the Automatic Data Processing (ADP) Board.



Geauga County Automatic Data Processing Board

Department of Information Technology

Charles E. Walder, Chief Administrator

Courthouse Annex, 231 Main Street, Suite 1A, Chardon, OH 44024-1293

(440) 285-2222, 834-1856, 564-7131 Ext. 4357

Direct Line: (440) 286-4357 FAX: (440) 279-2184

Web site: <http://www.co.geauga.oh.us/departments/adp/index.htm>

Email: helpdesk@co.geauga.oh.us

To: Citizens of Geauga County
Gauga County ADP Board
Gauga County Board of Commissioners

From: Charles E. Walder, Geauga County Auditor and Secretary ADP Board

Re: 2019 Annual Report per ORC 307.845

Date: June 11, 2020

Following is the Geauga County Automatic Data Processing Board's 2019 Annual Report. 2019 proved to be a very busy and transitional year for ADP. In addition to fulfilling its primary mission of providing Information Technology to County and other public entities, the Department made significant advancements in a variety of areas.

2019 marked ADP's securing of formal Agreements with other public entities pursuant to ORC 307.846 as well as the establishment and publishing of a standard price list. This initiative brought ADP into proper compliance with the law and was a significant improvement over past practices. Other public entities contracted include the Geauga County Health District, the Geauga Park District, the City of Chardon, Chardon Municipal Court, the Geauga Trumbull Solid Waste Management District, the Village of Burton, Bainbridge Township, Chester Township, and Hamden Township.

During 2019, ADP also took on the responsibility of managing Geauga County's multiple telecommunication billing services. This initiative has allowed ADP to properly vet telecommunication billing throughout the County and begin the process of eliminating redundancies and reducing costs. ADP has estimating that their initial efforts will result in a 20-25% reduction of historic telecommunication costs in budget year 2021. This is estimated to save the County approximately \$40,000 to \$50,000 annually.

Other system wide advancements in information technology were introduced by ADP throughout 2019. ADP continued to track and respond to user issues. 2019 ended with a significant push to upgrading all Windows 7 workstations to Windows 10 due to the expectation of Windows 7 end of life in the first quarter 2020.

On behalf of the ADP staff and its Co-Directors, thank you for your continued confidence, support, and leadership. ADP remains committed to improvement, transparency, and attentiveness to the demands placed on our utilization of technology throughout the County.

Timothy C. Lennon
Denise Kaminski
Joseph Cattell
Sharon Gingerich
Christopher Hitchcock

Commissioner
Clerk of Courts
Engineer
Recorder
Treasurer

ADP Board

Dorothy Stange
Pete Zeigler
James Flaiz
Scott A. Hildenbrand
Charles E. Walder

BOE Deputy Dir.
BOE Director
Prosecutor
Sheriff
Auditor & ADP Administrator

Co Directors

Allen Keener Al Vontorcik

Systems

Network

HelpDesk

Programming
&
Applications

Phones

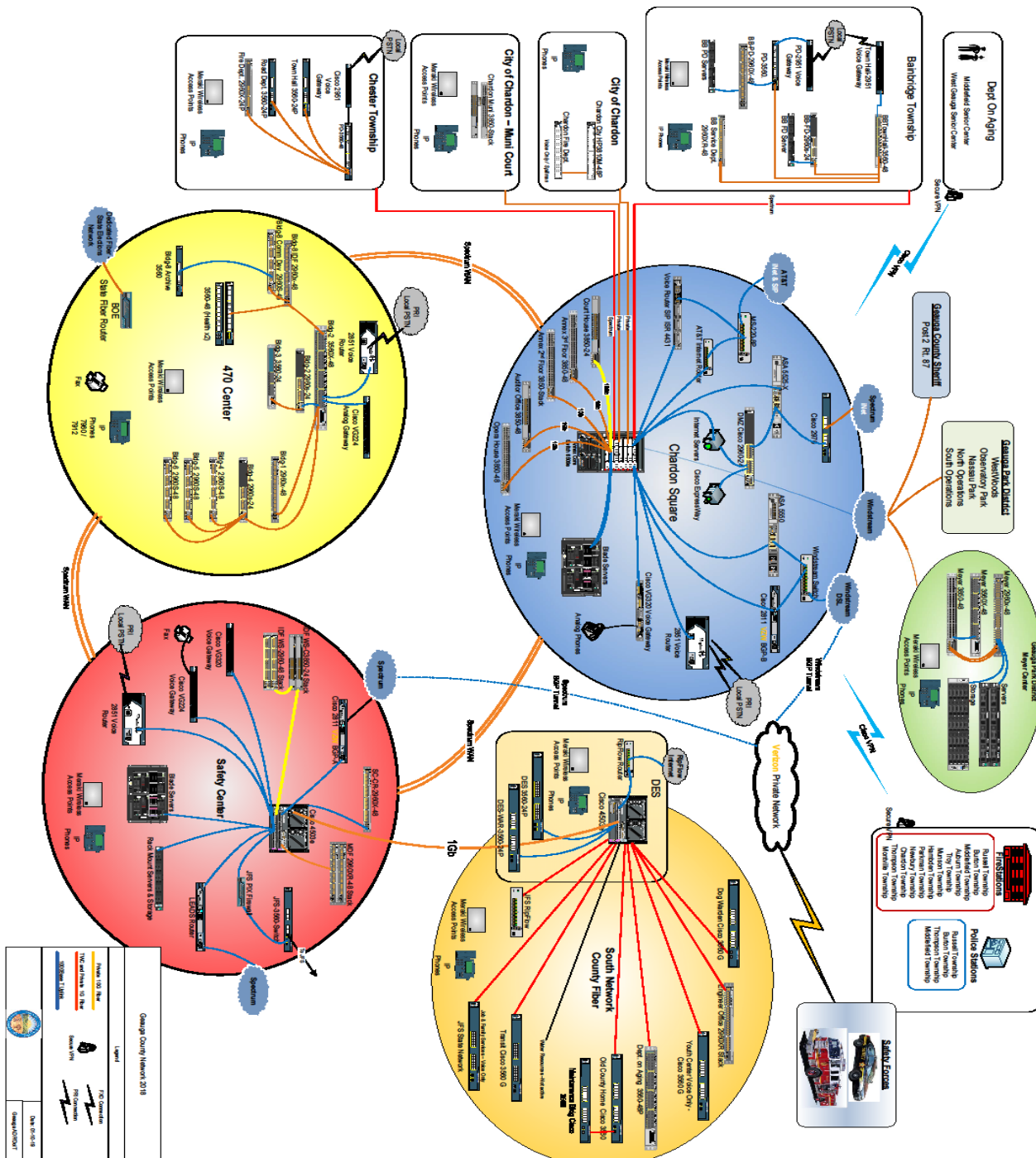
System's Support	Network Support	Help Desk Support	Programming and Application Support	Phone Support
Robert Bushman	Andy Haines	Gladys Lopez	Theresa Foltz	Mike Adams
Travis Skaggs	Mike Adams	Zach Hupp	Diana Sanko	Zach Hupp
Mike Adams	Zach Hupp	Blythe Wenzel	Jeff Maze	
			Lou Marion	

The support teams handle the day-to-day operations on the enterprise network and Data Center. The teams consist of:

Robert Bushman	Workstation/Network Technician	
Travis Skaggs	PC/Workstation Technician	Active through 3/2019
Mike Adams	Senior Systems/Network Technician	
Andy Haines	Network Administrator	
Gladys Lopez	Help Desk	
Zach Hupp	PC/Workstation Technician	
Blythe Wenzel	Help Desk	Retired 12/31/2019 50 years of service
Diana Sanko	WWW Development and User Training	
Theresa Foltz	Senior Programmer	
Lou Marion	Business Application and User Training	

The 2019 Infrastructure

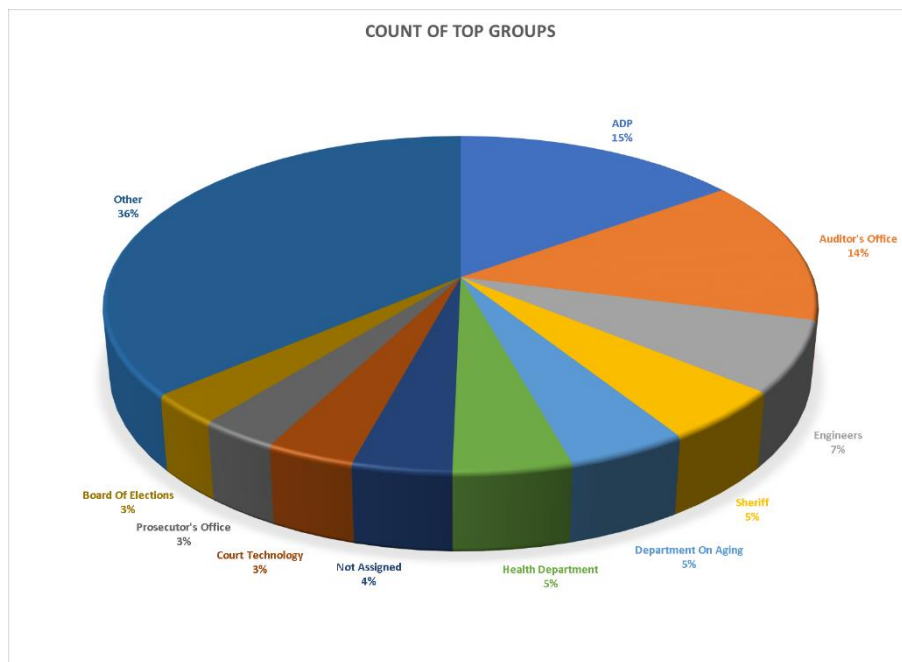
The IT environment is composed of 3 Main Campuses, 3 primary Satellite locations and various smaller satellite locations. 137 Servers provide Business Applications, email, file storage and printer services to over 850 end users. Tying all this together are 86 managed Cisco L2 and L3 Switches, 9 routers and firewalls in a backbone/campus environment, supporting 68 Virtual Lan (VLANs) that insures both performance and speed requirements of high-speed disk/file system access (10Gbit). The Wireless Infrastructure includes 1 Wireless LAN Controllers, 14 Lightweight Access Points, and 71 Meraki Access Points placed in county facilities providing for central management. The 3 main campus sites are Connected by way of fiber and configured in a 'ring' topology to reduce downtime in the event of fiber leg outage.



2019 Service Requests by Office/Department

The Support Teams worked on 7872 tickets in 2019, an increase from the previous year. We continue to work with our inter-departmental IT partners in Common Pleas Court, Chardon Muni-Court, Sheriff, Water Resources, Job and Family services, and GIS.

	Count		Count		Count
ADP	1189	Clerk of Courts	18	Maintenance Department	124
ADP / DoIT	64	Commissioner's Office	198	Map Room	78
ADP/GIS	33	Common Pleas/Adult Probation	2	Mental Health	14
Administration	4	Common Pleas/Burt	11	Montville Township	1
Airport Authority	1	Common Pleas/Fuhry	1	Municipal Court	158
Appraisal	29	Common Pleas/Probate-Juv.	13	Not Assigned	308
Archives / Records Center	32	Community Development	49	Park District	33
Auditor - Appraisal	10	Coroner	15	Planning Commission	56
Auditor's Office	1099	Court Technology	275	Probation	1
Bainbridge Fire Station	66	Department On Aging	372	Prosecutor's Office	243
Bainbridge Police Dept.	116	Department of Emergency Services	89	Prosecutor's Victim/Witness	3
Bainbridge Township	19	Dog Warden	13	Public Defender	61
Bainbridge Township -	23	Economic Development	33	Real Estate	182
Bainbridge Township	44	Engineers	539	Recorder	58
Board Of Elections	236	Finance Department	109	Sheriff	396
Board of Developmental	40	Fiscal Office	11	Soil & Water Conservation District	7
Building Department	121	Geauga-Trumbull Solid Waste District	15	Title Office	5
Chardon Police	7	General	5	Transit	64
Chardon Township	16	Health Department	366	Treasurer's Office	226
Chester Township Road	14	Job & Family Services	89	Troy Township	1
Chester Township	169	Jury Commission	1	Veterans Services	57
Chester Township - PD	26	Juv./Probate	7	Village of Burton	21
Chester Township - Fire	40	Juv/Probate	1	Water Resources	66
Citizens	34	Law Library	16	Youth Center	1
City of Chardon	28			Count	7872

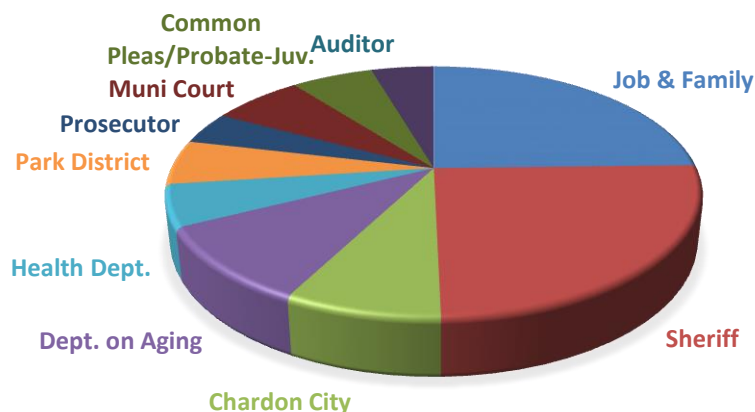


2019 Geauga County Phone Usage

Phone Call Minutes by Month for Year 2019				
	Dept. Totals			
<u>Department</u>	Calls	Call %	Mins	Mins %
NO Dept. - NOT Listed	567	0.11%	1,901.51	0.17%
ADP	8,483	1.57%	18,626.04	1.68%
Archives	988	0.18%	1,979.55	0.18%
Auditor	15,499	2.88%	31,308.95	2.82%
Bainbridge	18,362	3.41%	34,931.06	3.15%
Bainbridge Fire	1,127	0.21%	1,433.78	0.13%
Bainbridge PD	9,396	1.74%	9,040.30	0.82%
Bainbridge Road	344	0.06%	439.17	0.04%
Bd. of Elections	5,687	1.06%	13,099.91	1.18%
Building Dept.	4,692	0.87%	7,331.47	0.66%
CASA	3,439	0.64%	8,887.63	0.80%
Chardon City	27,317	5.07%	77,677.73	7.01%
Chardon Fire	182	0.03%	360.39	0.03%
Chester Fire	2,206	0.41%	4,927.54	0.44%
CHESTER POLICE	7,090	1.32%	15,650.96	1.41%
CHESTER ROAD DEPT	1,692	0.31%	3,957.25	0.36%
CHESTER TOWN HALL	2,157	0.40%	7,936.34	0.72%
Clerk of Courts	10,721	1.99%	21,193.85	1.91%
Commissioners	7,624	1.41%	20,529.39	1.85%
Common Pleas/Adult Probation	5,344	0.99%	12,835.02	1.16%
Common Pleas/Burt	7,415	1.38%	12,968.03	1.17%
Common Pleas/Fuhry	5,255	0.98%	11,261.84	1.02%
Common Pleas/Magistrate	6,312	1.17%	10,087.72	0.91%
Common Pleas/Probate-Juv.	20,229	3.75%	35,832.26	3.23%
Community Development	1,933	0.36%	5,644.25	0.51%
Coroner	1,537	0.29%	3,525.20	0.32%
County Home	2,390	0.44%	2,572.78	0.23%
Court Technology	3,042	0.56%	11,581.18	1.04%
Dept. of Emergency	1,061	0.20%	3,281.85	0.30%

Services				
Dept. on Aging	33,685	6.25%	53,091.91	4.79%
Dog Warden	2,035	0.38%	4,898.52	0.44%
Educational Service Center	1,025	0.19%	3,086.94	0.28%
Engineers	10,209	1.89%	18,098.22	1.63%
Health Dept.	18,306	3.40%	46,467.31	4.19%
Incoming	2	0.00%	5.73	0.00%
Intensive Supervision Prob.	3,445	0.64%	8,747.54	0.79%
Job & Family	83,800	15.55%	224,998.14	20.30%
Jury Commission	58	0.01%	61.74	0.01%
Juv Probate	6,835	1.27%	12,531.24	1.13%
Law Library	256	0.05%	411.50	0.04%
Maintenance	7,512	1.39%	8,255.30	0.74%
Maintenance - Fire Alarms	3,450	0.64%	588.00	0.05%
Map room	939	0.17%	3,702.88	0.33%
Muni Court	22,671	4.21%	36,692.21	3.31%
Muni Probation	487	0.09%	548.80	0.05%
Park District	19,534	3.62%	45,137.06	4.07%
Planning Commission	822	0.15%	2,986.74	0.27%
Prosecutor	14,205	2.64%	42,356.87	3.82%
Public Defender	7,226	1.34%	15,513.79	1.40%
Recorder	1,032	0.19%	2,311.31	0.21%
Sheriff	85,214	15.81%	124,615.68	11.24%
Title Office	4,716	0.88%	8,197.19	0.74%
Transit	10,336	1.92%	10,922.89	0.99%
Treasurer	4,860	0.90%	9,969.91	0.90%

CHART OF TOP USERS



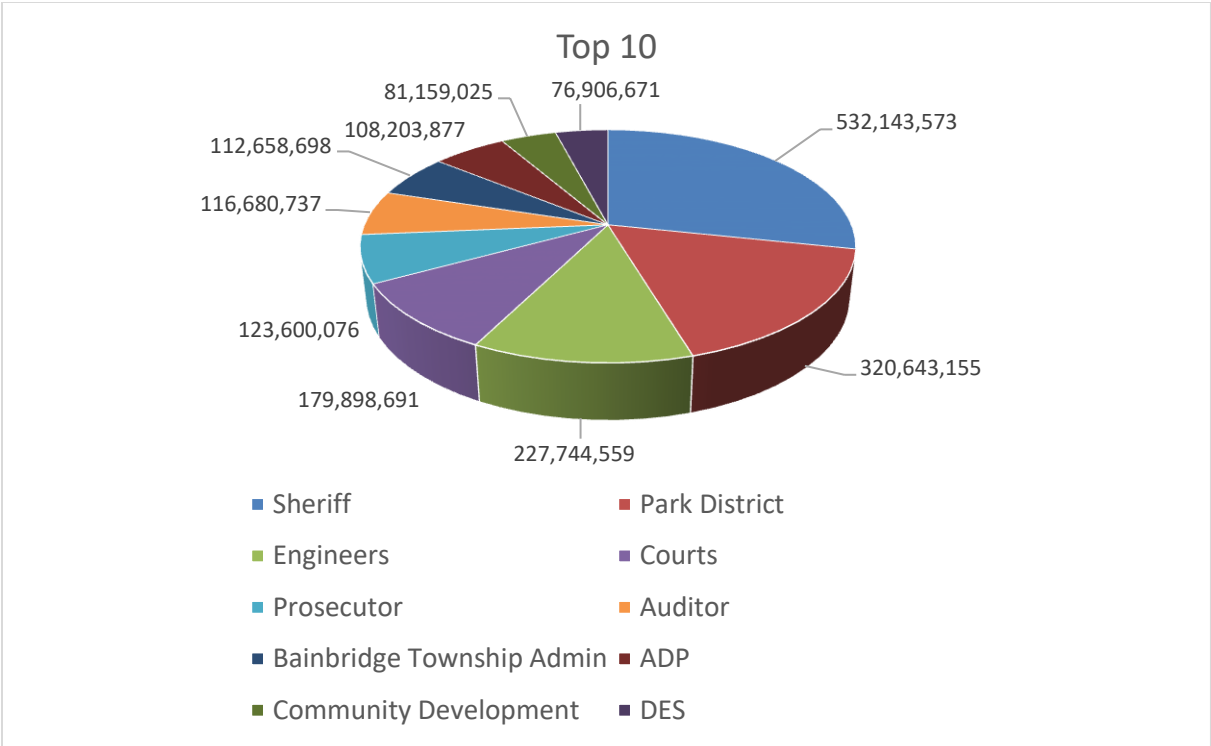
**2019
County
Usage**

**Geauga
Email**

We had an increase of 627,925,736KB or 24% to our email storage requirements.

Departments	# of Mailboxes	size of mailboxes (kb)
ADP	39	108,203,877
Archives	3	14,210,733
Auditor	31	116,680,737
Bainbridge Township Admin	7	112,658,698
Bainbridge Township Fire	46	34,772,501
Bainbridge Township Police	29	63,244,270
Bainbridge Township service	9	41,901,101
Board of Elections	12	33,301,876
Building Dept.	7	16,647,295
Chester Township Admin	4	1,318,764
Chester township Fire	12	59,448,974
Chester township Police	9	24,195,924
Chester Township Road	13	15,155,593
Commissioners	9	5,246,230
Community Development	13	81,159,025
Coroner	3	1,604,176
Courts	81	179,898,691
Common Pleas	30	45,908,928
Adult Probation	6	6,092,284
Juv Probate	26	67,521,490
Clerk of Courts	13	34,700,579
CASA	6	26,797,953
Department on Aging	8	17,535,521
DES	47	76,906,671
Dog Warden	2	5,871,240
Engineers	70	227,744,559
GIS	8	14,710,369
Health	29	69,377,181
Jury Commission	1	27,310
Maintenance	22	51,964,697
Muni court	21	27,579,774
Park District	79	320,643,155
Planning	2	8,204,367
Prosecutor	30	123,600,076
Public Defenders	10	20,543,412
Recorder	5	6,415,258
Sheriff	164	532,143,573
Transit	8	5,555,679
Treasure Office	10	14,523,470
Veterans	9	12,712,264
Village of Burton	4	7,834,375
Youth Center	2	338,020
Total Size		2,634,900,670

Email Usage Top 10



2019 Projects

- General
 - New World Systems upgrade to 2019.
 - New Tyler Deploy of New World Systems updates.
 - New World Systems Servers replaced.
 - MVP upgraded several times during the year.
 - Service Desk Application upgraded several times during the year.
 - User File Share Server replaced and additional storage added.
 - OPManger system upgraded.
 - KiWi Syslog server upgraded.
 - Deployed Several Physical Servers and moved or converted servers to virtual machine to be hosted.
- Bainbridge.
 - Replaced Bainbridge Twp. Fire Dept. Switches.
 - Installed new network switch at Bainbridge Police Dept.
- Parks
 - Setup Guest Wireless at various Geauga Parks locations.
 - Geauga Parks - Added Meraki wireless network to Claridon Woodlands
- Court House
 - Deployed Meraki wireless network at County Court House.
- Court Annex
 - Installed new access switch
- Safety Center
 - Assisted with Network Support and switch config for Dispatch Upgrade.
- DES
 - Installed new access switch.
- Transit
 - Replaced network switches
- Health Department
 - Upgrade HDIS to 6.95.4
 - This upgraded add a new Database architecture.
- Exchange 2016
 - Added Barracuda Antivirus integration
- Water Resources
 - Replaced network switch.
- JFS
 - Installed new career center network and wireless access points.
- Hambden
 - In preparation of adding Hambden Township to the County network in 2020, a new switch was installed in Hambden and circuits here in the County Data Center.
- Computer/Printer deployments
 - 154 new or redeployed with latest OS
 - 22 New Printers/Multifunction Devices deployed
- SSL Certificates were added to all Web Servers.
- Security Assessment for Ohio Secretary of State requirement for Board of Elections
 - Cyber Hygiene Scan of Board of Election network for Security Standards
 - Conducted email Phishing campaign

2018 ADP Financial Report

Revenues

	<u>2017</u>	<u>2018</u>
Refunds & Reimbursements	\$0	\$22,924
Park Board	24,957	27,951
City of Chardon	0	9,880
G.C. Sheriff	0	0
Chardon Municipal Court	31,378	0
GC Job & Family Services	0	11,388
Chester Township	470	7,761
Bainbridge Township	0	9,677
Transfers In	0	95,034
Total Revenues:	\$56,804	\$184,614

Expenses

	<u>2017</u>	<u>2018</u>
Personnel Expenses:		
Salaries	\$377,358	\$399,668
Hospitalization	87,694	68,270
Medicare	5,363	5,685
PERS	53,197	53,781
Unemployment	0	13,962
Workers' Compensation	1,299	0
Total Personnel Expenses:	\$524,911	\$541,366

Non-personnel Expenses:

Materials and Supplies	\$1,050	\$6,958
Equipment	23,761	41,536
Contract Services	459,075	446,269
Other	21,470	10,750
Total Non-personnel Expenses:	\$505,356	\$505,512

Total General Fund Expenses:

	\$1,030,267	\$1,046,879
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Capital Expenditures (4010):

Exchange Server Project	\$15,918	\$0
Exchange Server Licensing	20,530	0
SQL Server Licensing - NWS	18,400	0
Network Security Scanner	0	6,380
Cisco Call Manager Upgrade	0	3,959
Courts Video Conferencing	0	39,913
Tape Backup Upgrade	2,890	0
Server Capacity Increase	7,065	0
Switch at 470	0	8,091
SIP Trunk	0	10,075
Total Capital Expenditures:	\$64,803	\$68,418

Total Expenses:

	\$1,095,071	\$1,115,296
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Supported Units

County Servers/PCs/Printers/Phones	3010	1633 *
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* Does not include cell phones nor PDAs.

Total Units Supported by ADP	3268	2454 **
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** Includes units supported by ADP but owned by Geauga County subdivisions.

Average Per Unit Cost for Support (Total Units)

\$315 \$ 427 **